IAC Ch 15, p.1

17—15.18(231) Appeals. Complaints by any aggrieved party shall be heard first by the contractor using the contractor's procedures and shall be exhausted before the department is contacted. Appeals made by any aggrieved party to the department shall follow the procedures set forth in 17—2.9(231). [ARC 8553B, IAB 2/24/10, effective 3/31/10]